

Rhode Island Community Food Bank

Job Description

Position Title: Community Outreach Manager
Reports To: Community Impact Director
Status: Non-exempt (hourly)



Our Mission: To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Our Vision: We envision a state where no one goes hungry.

Diversity Statement: The Rhode Island Community Food Bank embodies diversity, serving every part of our state and engaging people from all communities and backgrounds in our work. We are an open and inclusive organization that welcomes, respect, and values all people. Diversity strengthens our organization, so we take responsibility for attracting employees, volunteers and supporters with diverse identities and life experience. When we seek out, recognize, and cultivate diversity within our staff, we create an enriched and more inclusive work environment. Ultimately, it is our collective wisdom that enables us to achieve our mission with creativity and compassion.

Position Summary: The Community Outreach Manager manages the community outreach team, including the SNAP outreach program with the goal to increase access local, state, and federal resources through outreach and direct assistance to underserved populations in Rhode Island. He or she will oversee outreach information, support services, and the assistance provided to guests of our food assistance network. He or she will develop and provide program training and ongoing assistance to the community resources staff and is responsible for identifying and coordinating innovative ways to improve and increase outreach amongst our member agency network and other partner organizations. He or she manages the diversity and inclusion work with member agencies and community partners to improve the understanding and practical application of just and fair food access. The Manager is a problem solver and project leader who works as a team member to achieve the goals and objectives of the department and to carry out the mission of the Food Bank.

Duties and Responsibilities:

1. **Manages outreach.**
 - a. Manages and coordinates outreach work at Food Bank agencies to ensure that the outreach program educates low-income individuals about benefits, administers pre-screenings, and assists with application completion and follow-up.
 - b. Works with the team to identify the best ways to connect Food Bank member agencies and their program guests with existing services, to include monthly resources, weekly eblast submissions and guest inquiries.
 - c. Oversees the development of outreach workshops for Food Bank member agencies and other partner organizations.
 - d. Trains coordinators in ways to educate and support staff and volunteers of Food Bank member agencies, to then provide direct outreach and assistance at program sites.
 - e. Recruit, train, retain, identify ways to engage, and oversee team of Community Resource volunteers and interns.
 - f. Participates in community meetings, collaborations, and forums to educate groups about community resources.
 - g. Delivers presentations on community resources to varying high-level audiences, as needed.
 - h. Develops written materials, videos, displays, etc. following company and department branding and style.

2. **Coordinates with Food Bank programs.**
 - a. Collaborates outreach efforts with Healthy Habits, Kids Cafe, and other member agency community partners, and Food Bank departments.
 - b. Supports Operations & Program Contingency Planning initiatives, via team meetings and development of written materials and trainings.
 - c. Supports department activities such as quarterly workshops, and events such as the annual meeting and the annual agency conference as it relates to the position.
3. **Develops referral support services.** Responsible for maintaining current and comprehensive knowledge and understanding of changes in local, state, and federal programs and communicates this knowledge with local partners and Food Bank staff. Maintains a comprehensive understanding of other food resources and other State food assistance programs. Coordinates legal issues with RI Legal Services, aiming to help SNAP clients resolve claims with RI Department of Human Services.
4. **Program advocate.** Advocates to reduce barriers that hinder program enrollment and attend monthly SNAP Advisory meetings with State officials, as required. Coordinates special projects that the Food Bank participates in, such as Get out and Vote, Census, RI Coalition for the Homeless annual count, Earned Income Tax credit advocacy. Supports other Food Bank legislative advocacy initiatives, as assigned.
5. **Maintains program reporting.** Ensures that the outreach team maintains and reports accurate records of outreach activity for Food Bank reporting and planning purposes.
6. Other duties as assigned.

Skills and Qualifications:

- Five plus years working in community outreach or related work experience.
- Three or more years of experience working in or with social services community organizations.
- Bi-lingual in Spanish.
- Experience with program development and high-level facilitation skills.
- Ability to obtain food safety certification.
- Ability to work with people from diverse social and ethnic backgrounds.
- Ability to communicate effectively using standard forms of professional and office communication.
- Effective problem-solving skills and the ability to assess issues and develop new strategies.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook) and standard office equipment.
- Ability to manage multiple projects with attention to detail, deal with interruptions, and maintain focus on tasks while producing accurate work.
- Ability to make presentations and develop and deliver reports to a varied audience.
- Must be able to pass a criminal background check.

Working Conditions: Work is typically performed in an office using computers and phones extensively and out at member agencies and organizations in the community. Regularly drives to sites out in the community. Occasionally walks through the warehouse (to give tours at agency orientations and as needed), and is subject to varying temperatures (exposed dock, coolers, and freezers) in all seasons, on occasion. May lift, move, and carry objects up to 35 pounds on occasion. If the need arises, works outside of normal working hours and occasional travel may be required.

By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

Employee Signature

Date